

Security I – 2nd Shift

Pay \$15.00 per hour	Status Full Time/ Hourly	Updated 7.2025
Hours 4:30pm to 1:00am w/ 30 min lunch	Days Varies	Reports To: Fernando Jimenez

Summary

Maintains safe and secure environment for the National Cowboy Museum when the Museum is closed and when there are evening events by monitoring premises and activities by watching CCT camera, checking in and out vendors, notifying event guards of issues and by patrolling the premises as scheduled.

Job Responsibilities

- Maintains a pleasant and professional attitude and provides exemplary customer service to all who enter the museum. Maintains a good relationship with visitors by giving directions and answering questions. Protects art from all types of threats, such as oils from fingers, theft, fire or any other type danger.
- Patrols museum on foot several times during shift, checking entrances, upper floors, penthouses, and basement are secure, leak free and promptly respond to hazards.
- Reports any incident on daily reports and larger issues via text or phone call to Director or Assistant Direct.
- Writes reports of daily activities and irregularities, such as equipment or property damage, presence of unauthorized person, or unusual occurrences.
- Monitor visitors coming into the Museum through the basement and verifying only those authorized go unescorted to their destination. Monitor receiving dock and deal with any issues that arise.
- Operate and watch museum CCTV to prevent and detect signs of intrusion and ensure security of Museum and its art.
- Answers telephone calls to take messages, answer questions and provide information during non-business hours.
- Answers alarms and investigate disturbances.
- Calls police, fire department, and/or utility company in case of emergency.
- Knows exits and security locations and moves guests to secure areas based on the emergency.
- Deescalates situations if guest becomes agitated by using active listening.
- Monitors guests coming in for events and watches for unauthorized items and asks guests to put items back in car.
- Help maintain the non-smoking policy for vendors and guests, asking guests to smoke in their vehicle.
- Attendance is an essential part of this position.
- May work some holidays as required.

Requirements

- 1 year security required.
- Exceptional customer service provided to visitors and guests.
- Must have the ability to walk and stand for 3 to 4 hours at a time.
- Ability to climb several flights of stairs and walk for long distances on nightly patrols.
- Balance needed - ability to walk on uneven surfaces while on patrol required.
- Visual acuity
- Demonstrated exceptional customer service.
- Demonstrated attention to detail (i.e. observation skill; active listening; organizational skills; mitigating risk)
- Demonstrated ability to ensure proper procedures are followed.
- Demonstrated ability to proactively react and/or address issues that occur.
- Demonstrated computer skills.
- Must be able to hear people speaking inside or outside and on the phone and hear radio transmissions.
- Learn and use radio codes accordingly.
- May work outside for certain events.
- Always display professional conduct and appearance.

The National Cowboy & Western Heritage Museum is a non-smoking facility and campus.

This position is classified as a “safety sensitive” position by the National Cowboy & Western Heritage Museum in accordance with the Oklahoma Standards for Workplace Drug and Alcohol Testing Act and/or Oklahoma Medical Marijuana laws. If a “safety sensitive” employee tests positive for marijuana, even if such employee has a valid medical marijuana license issued by the State of Oklahoma, the employee will be removed from performing their safety-sensitive functions and appropriate disciplinary actions will be taken, up to and including termination.

MISSION STATEMENT:

The National Cowboy & Western Heritage Museum preserves and interprets the evolving history and cultures of the American West for the education & enrichment of its diverse audiences of both adults and children.